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NAVAL STATION BREMERTON INSTRUCTION 3440.1

From: Commanding Officer, Naval Station Bremerton

Subj: CRISIS RESPONSE/DISASTER PREPAREDNESS ACTION PLAN (CRDPAP)

Ref: (a) OPNAVINST 3440.16B  
(b) NAVSHIPYDPUGETINST P3440.10

Encl: (1) [Family Service Center \(FSC\) Crisis Response/Disaster Preparedness Action Plan](#)

1. General

a. Purpose. To implement a Crisis Response/Disaster Preparedness Action Plan (CRDPAP) within Naval Station Bremerton. References (a) and (b) specify policy, planning guidance, organizational structure, and assignment of responsibility for assisting Commander, Puget Sound Naval Shipyard, and civil authorities in the event of domestic civil disasters, civil emergencies, civil disturbances, and civil defense emergencies should Emergency Management be implemented.

2. Responsibilities

a. Support responsibilities are key factors contributing to the effectiveness of services provided in mass casualty situations. All support facilities and activities will keep a separate file to record their support in each mass casualty situation. Among other things, these records will be kept by the American Red Cross and Navy/Marine Corps Relief Society. All donations (food, clothing, money, services, etc.) shall be specifically designated to support the crisis action for which they were donated.

b. Command and control for a mass casualty situation is held by the Shipyard Commander, the designated Sub-Regional Planning Agent (SRPA), unless relief is requested or dictated by higher authority. Medical emergency response procedures stemming from a mass casualty incident are outlined in Annex A of the Shipyard Disaster Preparedness Plan, reference (b).

c. In the event of a natural disaster, mass casualty, or Naval Station Bremerton emergency, all military personnel will be deployed as directed by the Shipyard Commander or Commanding Officer, Naval Station Bremerton, as appropriate. The primary

NAVSTABREMINST 3440.1

6 Oct 99

consideration of the Family Service Center is the mental and emotional well-being of all crew members, their families, and relatives, with special emphasis on the families of casualties. Every effort will be made to keep families informed of changes in the situation as they develop. The FSC's action plan is outlined in enclosure (1).

/S/

J. A. HOLDEN

Distribution:

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List I and II

NAVAL STATION BREMERTON FAMILY SERVICE CENTER  
CRISIS RESPONSE/DISASTER PREPAREDNESS ACTION PLAN (CRDPAP)

1. Introduction

a. The Family Service Center (FSC) Director is required to plan, maintain, train, and execute a disaster preparedness organization within the FSC area of responsibility in accordance with references (a) and (b).

b. The area of responsibility of Naval Station Bremerton (NAVSTA Bremerton) FSC includes all ships attached to the Shipyard and tenant commands under control of Commanding Officer, NAVSTA Bremerton.

c. This plan is written as a guide to the NAVSTA Bremerton FSC staff so that regardless of attrition to the chain of command in the event of a disaster, the lowest link in the chain will be fully operational and responsible to carry on with the CRDPAP within the limitations of available resources. The plan is not all-encompassing and cannot predict every event that may result in a disaster. References (a) and (b), this action plan, common sense, and tenacity will deliver the best attainable results.

2. Area FSC Relationships. The relationship/interaction between the four Family Service Centers in the Puget Sound area is affected by the physical distances and body of water which separate them. However, it is recommended that a plan be developed in collaboration with other FSCs in the area so that if one or more is rendered inoperable, the remaining FSCs will be able to carry on the mission of disaster relief.

3. Concept of Operations

a. Any time a disaster strikes, the priority of concerns will be directed in the following order:

(1) Saving lives.

(2) Prevention of further loss or damage.

(3) Initiating humanitarian actions as soon as possible.

(4) Informing families of the safety of their loved ones as rapidly as accuracy permits.

b. When a disaster or mass casualty occurs, there will be an immediate need to provide intake assessment, information and referral, and crisis intervention services. Initially, few

details of the extent of damage or number of lives lost may be known.

c. Family members of the group(s) or command(s) involved in the disaster or tragedy, as well as the general public, are likely to presume and behave as if all those affected are casualties, until officially notified otherwise.

d. Depending upon the scope and effect of the mass casualties or disaster, key response organizations may not have adequate staff and resources to respond to the humanitarian needs of the affected families. When deemed necessary after notification that a disaster has occurred, Commanding Officer, NAVSTA Bremerton, will activate the FSC Operations Command Center in Building 853 and/or the alternate center at the Jackson Park FSC site. The FSC Director or Acting FSC Director will assume the role of FSC Crisis Response Commander and will activate the FSC Crisis Response Recall Bill, informing staff to report immediately to the FSC command center for initial briefing. Operational control of the disaster will remain with Commanding Officer, NAVSTA Bremerton.

#### 4. Family Assistance Center (FAC) Staffing

a. A FAC will be established as described in paragraph 7i. below. The FAC will be staffed by the following organizational representatives:

(1) FSC Deputy Director (designated by Director), acts as FAC Director (under the direction of the FSC Director).

(2) FSC Counselors.

(3) FSC Information and Referral staff.

(4) FSC Volunteer Coordinator.

b. Liaison will be constantly maintained with the following agencies to ensure all potential resources and alternatives are utilized to provide comprehensive assistance:

(1) American Red Cross.

(2) Navy/Marine Corps Relief Society.

(3) Chaplain.

(4) Branch Medical Clinic.

(5) Ombudsman Assembly Chairman.

(6) Special Psychiatric Rapid Intervention (SPRINT) Team members (if required).

(7) Legal.

(8) Personnel Support Detachment staff.

(9) Morale, Welfare, and Recreation (MWR).

(10) United Way of Kitsap County.

5. Financial Responsibility. The extent of an emergency is unpredictable and, therefore, so are the costs. An accurate log book of resources and material utilized during the emergency situation will be maintained. However, necessary available services will not be delayed or withheld while funding details are being worked out. Close coordination between the FSC Director and Commanding Officer, NAVSTA Bremerton, must be maintained to ensure no unauthorized obligations are incurred on behalf of the government, no matter how noble the intention.

6. General. During times of crisis, the demand for FSC support and assistance to active duty/retired personnel and their family members from NAVSTA Bremerton, the Shipyard, and its tenant commands will expand significantly. Depending upon the scope and effect of the disaster, implementation of a special staffing plan on a 24 hour basis for an indefinite period of time may be necessary.

Compensatory time/overtime for staff will be considered authorized upon implementation of this plan or any part thereof.

## 7. Responsibilities

### a. FSC Director:

(1) Assist Commanding Officer, NAVSTA Bremerton, in planning, coordinating, and implementing humanitarian disaster relief.

(2) Provide an adequate area with proper security and facilities for families to gather for accurate information, mutual support, group grief counseling, financial/legal assistance, and other services that may be required. This area will be referred to as the Family Assistance Center (FAC). Unless otherwise designated by Commanding Officer, NAVSTA Bremerton, this area will be the base gym (Building 502). The bowling alley will be an alternate site if the gym is uninhabitable.

(3) Identify and establish liaison with community organizations that are willing to provide humanitarian assistance.

(4) Provide general oversight of all FSC activities.

(5) Serve as the established point of contact for Commanding Officer, NAVSTA Bremerton, on family matters, military/civilian/community resources, or conditions that may arise or have an impact on Commanding Officer, NAVSTA Bremerton's, ability to perform the mission or which have an impact on morale, good order, and discipline. A major focus will be, "Keep the chain of command informed with NO surprises."

(6) Establish a family locator (log/tracking system) to maintain location of next-of-kin (NOK) families for communication purposes. Maintain close liaison with Shipyard Human Resources Office (HRO) and HRSC, Silverdale, to ensure timely/accurate information is available regarding military and DOD civilian personnel.

b. Deputy Director (designated by Director):

(1) Operate the FAC and act as Director of the FAC operation, under general supervision of the FSC Director.

(2) Develop and implement a special staffing plan to operate the FAC on a 24 hour basis, utilizing a core of FSC staff supervising a volunteer FAC team. At a minimum, the FSC cadre will include two clinical counselors from the FSC staff.

(3) Advise/direct FAC services in the following areas:

(a) Crisis intervention.

(b) Individual, marital, and family counseling.

(c) Information and referral.

(d) Coordination of volunteers.

(e) Financial assistance.

(4) Monitor staff members and volunteers to preclude burnout and degradation of services they are providing. Four to six hours per shift are recommended.

c. FSC Volunteer Coordinator:

(1) Provide overall coordination of volunteer efforts and contributions, maintaining accurate records of both, along with who, what, when, where, and addresses of donors/volunteers for reporting purposes.

(2) Coordinate via the chain of command for any needed extra work space, equipment, or supplies.

(3) Develop a 24 hour staffing plan for coordination of volunteers and donations. Provide status reports on volunteer activities and copies of watch bills to the designated Deputy Director.

(4) Screen and classify civilian volunteers/resources and civilian organizations, match resources and talent with needs and tasks to be performed, and make appropriate work assignments. This will require establishing and updating a volunteer list prior to the event of a disaster.

(5) Coordinate with the United Way of Kitsap County, American Red Cross, and other agencies to establish/manage funds in the name of the particular crisis for the purpose of accepting all public and private monetary donations, dispensing of donations as directed by proper authority, and accounting for these donations.

(6) Provide name tags to volunteers for easy identification.

(7) Ensure that volunteers are provided rations for subsistence and health or morale rations are provided to staff. In other words, "Take care of the troops."

(8) Coordinate services of the Ombudsman Assembly, working through the Assembly Chairman.

(9) Coordinate requests for child care for NOK families and volunteers, as needed, with assistance from MWR. The Child Development Center hours of operation may need to be amended.

d. Chief of Clinical Services:

(1) Provide individual and group grief and stress counseling as necessary at the FSC, Jackson Park FSC, the FAC in the base gym, or other designated location.

(2) Provide liaison with Naval Hospital, Bremerton, the Chaplain Corps, Submarine Base Bangor Family Service Center, and volunteers from local civilian organizations/agencies to augment the NAVSTA Bremerton FSC counseling staff.

(3) Coordinate the use of volunteers with the FSC Volunteer Coordinator to ensure proper documentation of service.

(4) Develop a 24 hour staffing plan for counseling at the FSC and other designated sites.

(5) Develop an "aftercare" plan in cooperation with the Command Chaplain for the smooth management of ongoing NOK support and recovery requirements after the crisis, including Critical Incident Stress Debriefings.

(6) Provide status reports on counseling services to the designated Deputy Director.

e. FSC Satellite:

(1) The FSC satellite office at Jackson Park is designated as the alternate crisis/disaster response site. It will be established as a clone of NAVSTA Bremerton FSC in basic composition and operation as described above and will be able to operate as an independent station should personnel casualties at NAVSTA Bremerton FSC make this necessary.

(2) If both sites are in operation, NAVSTA Bremerton FSC will be considered senior in the chain of command and will direct the Jackson Park satellite in all matters. The Head, Education and Resources, or designated representative, will oversee the operation of the Jackson Park facility.

f. Relocation Assistance:

(1) Provide condensed relocation packages to the FSC as required.

(2) Furnish maps and area hotel/motel information to the volunteers and Ombudsmen of affected commands for use by out-of-town families upon arrival.

(3) Provide names and phone numbers of the Bachelor Quarters and the Housing Office to the Type Commander of the affected commands via the NAVSTA Bremerton chain of command. This information also will be furnished to Ombudsmen/volunteers for utilization by out-of-town families upon arrival in the area.

(4) Provide services in accordance with FAC plan.



g. Information and Referral (I&R):

(1) Provide information that will alleviate the detrimental effects of the disaster to all authorized personnel, making referrals to appropriate services/organizations.

(2) Make every attempt to keep abreast of assets that are available and/or depleted in the areas normally served by I&R, provide said information to clients, and keep the designated Deputy Director informed and abreast, in writing if possible, of changes in or distribution of assets.

(3) With the Volunteer Coordinator, develop a 24 hour health and welfare plan to provide for the needs, food, beverage, special clothing, rest areas, etc., of fellow staff/volunteers at any FSC location, utilizing as much as possible the volunteer list developed in advance by the Volunteer Coordinator. This will include, but not be limited to, general clean up, if needed, and the overall well-being and comfort of staff/volunteers.

(4) Coordinate the use of volunteers to ensure proper documentation and awards.

(5) I&R will be the pivotal point that will result in either success or failure in a disaster situation as pertains to the performance of staff/volunteers.

(6) Provide status reports and copies of watch bills, etc., to the designated Deputy Director as needed, working with the Deputy to monitor volunteer service to preclude burnout and degradation of services. Four to six hours per shift are recommended.

h. Supply/Fiscal Management:

(1) Submit, obtain, record, and distribute any and all supplies, material or equipment as required upon presentation of written voucher/supply document or other written instruction by the Director/Deputy Director.

(2) Act as advisor to the Director/Deputy Director about what is/is not authorized in a disaster situation. Advise if the normal FSC operating budget is being adversely affected by expenditures made, and recommend action to be taken.

(3) Obtain and arrange for delivery/return of any communication/video equipment required for FSC disaster operations, FAC, etc.

(4) Maintain a separate and line item accurate log to include, but not be limited to, requisitions submitted/received/returned, money expended, and/or services paid for, identified by individual disaster (noun name, e.g., USS START).

(5) Provide status reports to the Director in a timely manner to ensure that a budget deficit does not result inadvertently.

i. Basic Requirements for Family Assistance Center (FAC):

(1) For the purpose of this Action Plan, FAC may be established at one of three levels: (1) small disaster; (2) large disaster; and, (3) county/state-wide catastrophic disaster.

(2) If possible, small disasters will be handled at NAVSTA Bremerton FSC, Building 853, and the following will be provided above what is already available in the FSC:

- (a) Showers, male/female.
  - (b) Baggage storage.
  - (c) Space for Chaplain, American Red Cross, Navy/Marine Corps Relief Society, Legal Officer.
  - (d) Cable TV for updated news.
  - (e) Ombudsman area.
  - (f) Classroom will be utilized as lounge area.
  - (g) Refreshments.
  - (h) Child care will be provided at the MWR Child Development Center.
  - (i) If disaster lasts for an extended period, a rest/sleeping area will be provided. The Transition Assistance Management Program (TAMP) Manager will arrange with the Command Master Chief (CMC), for rest/sleeping area, showers, and baggage stowage. Refreshments will be arranged with the Bachelor Quarters (BQ) Manager within the operational capabilities of the Galley.
- (3) Upon approval of Commanding Officer, NAVSTA Bremerton, large disasters will be handled at NAVSTA Bremerton gym, utilizing all services offered at the FSC as described for small disasters. The TAMP Manager and Military liaison will arrange:

- (a) Intake area.
  - (b) Rest rooms and showers (women/men).
  - (c) Baggage area.
  - (d) Child care/recreation area. Attendants provided by MWR Child Development Center.
  - (e) Lounge area.
  - (f) Cable TV in the information area with enough space so that family members who wish to monitor national and local news may do so.
  - (g) Working area for American Red Cross.
  - (h) Working area for Navy/Marine Corps Relief Society.
  - (i) Working area for the Legal Officer.
  - (j) Working area for Volunteer Coordinator.
  - (k) Working area for Ombudsmen.
  - (l) Working area for Chaplain.
  - (m) Area for emergency clinical counseling of individuals and families.
  - (n) Public address system (provided by gym).
  - (o) Podium, speaking area, and seating so Director may address audience on Public Affairs Office and news releases, and clinical staff may conduct group therapy.
  - (p) Incoming and outgoing faxes for Public Affairs Officer's use and news updates. The TAMP Manager will arrange through the CMC for rest/sleeping area and refreshments provided by/from the BQ Manager within the operational capabilities of the BQ and Galley. FSC administrative staff will arrange needed equipment such as TV, fax equipment, and seating. Transportation will be arranged with Public Works.
- (4) County/state-wide catastrophic disaster will be handled in either a small or large disaster mode depending on need and what assets, both physical and human, are left standing.

In any event, every effort will be made to provide maximum service in the best case scenario described above.

j. Public Affairs. The FSC Public Affairs function is to relay information and news releases from the Shipyard Public Affairs Office (PAO), Code 1160. FSC staff will not editorialize, add to, or subtract from, or in any other way modify a PAO release. The FSC will not be responsible for any information released from any source that is not a direct quote from PAO.

k. Casualty Assistance. The FSC does not normally function in the Casualty Assistance Calls Officer (CACO) role. However, the available counseling staff will stand by to provide group casualty/grief counseling if required.

l. Chaplain Assistance. FSC will stand by to assist the Chaplain's Division as necessary.

m. Command Ombudsman Assembly. Support and assistance to the Command Ombudsmen are FSC responsibilities to the extent outlined in the FSC Desk Guide and the FSC basic space plan. Although the FSC is responsible for Command Ombudsman Training, FSC takes no responsibility for independent action taken by any Ombudsman which is not in accordance with Ombudsman training, the Navy Family Ombudsman Program Manual, and/or FSC desk guides published by Navy Bureau of Personnel (Pers-66).

n. The Personnel Support Detachment (PSD), Bremerton.

(1) Will designate a person as primary local point of contact for entitlement authorization.

(2) Will notify CACOs as soon as gratuity checks are prepared for delivery to Primary Next-of-Kin (PNOK).

(3) Will coordinate order writing, advance payments, etc., in one place to avoid wasted efforts and duplicate payments.

(4) Will ensure that all primary support activities are included on distribution for casualty lists.

o. Comptroller (Procurement):

(1) Since the exact nature and scope of an emergency cannot be predicted, neither can the solution nor the costs of those solutions be completely anticipated. The location and number of affected personnel will influence the humanitarian actions implemented in response to the emergency.

(2) Requirements to maintain financial responsibility remain in force during emergency situations as well as routine operations. Execution of this plan or any part of it anticipates payment of appropriate costs. Bonafide and reasonable requirements to prevent loss of human life and government property will be fulfilled as expeditiously as possible. Advice from the Comptroller will be sought for any unusual requirements.